SET-TOP USER GUIDE

ARMSTRONG®

ONE WIRE. INFINITE POSSIBILITIES.

If you have more questions about your service, go to
ArmstrongOneWire.com or call Customer Support at 1.877.277.5711.

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WELCOME TO ARMSTRONG® TELEVISION PLUS

To turn on your TV set and operate cable functions:

- Press the **TV** button at the top of the remote, then **POWER**.
- Press the **CABLE** button at the top of the remote and then the **POWER** button to turn on your Television Plus set-top box.

MAIN MENU

To access the MAIN MENU...

- Press the **MENU** button twice on your remote control.
- Use the **ARROW** buttons to move around.
- Press **OK** to select the highlighted section.
- Press **EXIT** to return to watching TV.

SEE WHAT'S ON

The **MAIN MENU** lets you pick the way you want to see listings. View by time, channel, program title or area of interest. The **MAIN MENU** is also where you, select your personal preferences and lock out programming using the Parental Control feature.

ON-SCREEN GUIDE

The **ON-SCREEN GUIDE** is your source for finding out what's on.

There will be up to 90 minutes of listings on each screen. As you navigate through the guide, your current selection is highlighted in yellow, and a program or feature description appears on screen.

To see what's currently playing, press the **GUIDE** button to access **LISTINGS BY TIME**. To leave this menu and resume watching a program press the **EXIT** or **LAST** buttons.

TIP: *If the TV seems to be skipping over channels, you are probably in Favorite Channel mode. The BROWSE/FLIP bar displays the word FAVORITE when in Favorite Channel mode. To exit this mode, press the FAV key on the remote.*

TIP: *If you're having trouble with your remote control, press the CABLE button at the top of your remote and try the command again. Also, make sure there is no obstruction preventing the remote control's signal from reaching the receiver. If the batteries are dead, the CABLE light on your remote won't light up when a button is pushed. Replace them with two new AA batteries.*

LISTINGS

The Interactive Guide™ shows you what's on and what's coming up. The easiest and most convenient ways to see program listings are **BY TIME** or **BY CHANNEL**.

Listings BY TIME...

- Highlight **LISTINGS BY TIME** in the **MAIN MENU** and press **OK**.
- Use the **ARROW** buttons to move up or down the list.
- Press **PAGE UP** and **PAGE DOWN** or enter a channel number.
- When you see something you want to watch, highlight it and press **OK**.
- To see what will be on later, use the right **ARROW** button to move ahead.

Listings BY CHANNEL...

- Highlight **BY CHANNEL** in the **MAIN MENU** and press **OK** or press guide twice to get to listing by channel.
- Use the **ARROW** buttons to move up or down the list.
- When you see something you want to watch, highlight it and press **OK**.
- To see what's on other channels, use left and right **ARROW** buttons or enter a channel number.

QUICK ACCESS MENU

The Quick Access Menu provides shortcuts to other areas of the program guide. Use the **ARROW** keys to highlight an icon and then press **OK** to select.

Here are just a few of the Quick Access ON DEMAND Menu icons.

- ACCESS PVR RECORDINGS
- SET OR CANCEL A RECORDING
- ON DEMAND MENU

Other Quick Access icons you will find helpful.

- OK/SELECT BUTTON
- INTERACTIVE GUIDE MAIN MENU
- HIGH DEFINITION TV
- PAGE UP AND DOWN
- SEARCH

- MUSIC LISTINGS
- MOVIES
- SPORTS
- KIDS PROGRAMS
- SET A REMINDER
- SET LOCK/RESTRICT VIEWING
- GO BACK TO THE PREVIOUS SCREEN
- VIEW
- VIEW UPCOMING TIMES FOR THIS TITLE
- PREVIEW
- PLAY
- RESTART
- ORDER OR CANCEL THIS PROGRAM

PERSONAL PREFERENCES

To change how your Interactive Guide looks, set your **PERSONAL PREFERENCES**.

- Highlight the **SETUP** bar from the **MAIN MENU** and press **OK**.
- A setup screen will appear with settings for **GUIDE, CABLE BOX, AUDIO, GUIDE COLOR, FAVORITES, PINS, PARENTAL CONTROL, SCREEN SAVER, SCREEN POSITION and TEXT LANGUAGE.**
- Use the **ARROW** buttons to highlight your choice and press **OK**.
- Then follow the instructions on your television screen.

MINI GUIDE (BROWSE)

The **MINI GUIDE** shows what is on other channels now or what is coming up later, without switching from the channel you are watching.

- To access **MINI GUIDE**, press the **OK** button and the **MINI GUIDE** bar will appear. Use the up and down **ARROW** buttons to scroll through other programs on now. To select the channel displayed, press **OK**.
- To look ahead in the program schedule, press the right **ARROW** button and see what is coming up. Press the left **ARROW** button to move back toward the current time.
- At any time, press **INFO** to see additional information about the highlighted program.
- Press **EXIT** to close the **MINI GUIDE** bar.

PICTURE IN GUIDE

While you are searching through your guide, you can still watch your current program in the upper right side of your screen. You will never miss what's happening while you search for what is on, schedule recordings or get more information.

PARENTAL CONTROL

With the Parental Control Feature, you can restrict viewing by rating, such as R or NC-17. You can also restrict viewing by program title. And for even greater security, you can also completely lock out certain channels or programs.

Redesigned Parental Controls menu offers flexibility to lock programs...

- Movie and TV ratings
- TV content advisory rating
- Channel
- Title
- ON DEMAND purchases
- Introduces "TV Content Locks" based on TV content advisory ratings.
- Violence, Language, Situations and suggestive dialogue.

How to set PARENTAL CONTROLS...

- From the **MAIN MENU**, select **PARENTAL CONTROLS**.
- Enter your four-digit Parental Control Code. (If you have not already set a code, you'll be prompted to do so now.)
- Use the up and down **ARROW** buttons to highlight either **TV RATINGS**, **MOVIE RATING** or **CHANNEL**, and press **OK**.
- Then press the left and right **ARROW** buttons until the desired rating or channel appears and press the **LOCK** button.
- To lock a specific program or movie title, find the listing in the **GUIDE**, highlight it, and press **LOCK**.
- To remove a lock, press **LOCK** again.
- To view a locked program, enter your four-digit Parental Control Code.

TIP: *If you forget your Parental Control Lock Out code, call Customer Service at 1.877.277.5711, and a representative will help you erase your existing codes and set new ones.*

TELEVISION PARENTAL GUIDELINES

In October 1997, most cable and broadcast networks voluntarily agreed to adopt a television rating system that

includes content labels. A program's rating will appear for 15 seconds in the upper left-hand corner of your television at the beginning of the program. Please keep in mind that not all networks have agreed to participate.

Programs Designed for Children

- **TV-Y—All Children**
  Appropriate for all children
- **TV-Y7—Directed to Older Children**
  For children ages 7 and above. An FV content label may be applied to a program in this category if it contains elements of "fantasy violence" Content Labels: **FV** *(Fantasy Violence)*

General Audience Programming

- **TV-G—General Audience**
  Suitable for all ages
- **TV-PG—Parental Guidance Suggested**
  Contains material that parents may find unsuitable for younger children
- **TV-14—Parents Strongly Cautioned**
  Contains material that many parents would find unsuitable for children under age 14
- **TV-MA—Mature Audience Only**
  Specifically designed to be viewed by adults and may be unsuitable for children under age 17

Content Ratings

- *Applied when appropriate to programs rated* **TV-PG**, **TV-14** *and* **TV-MA**: **D** *(suggestive dialogue),* **L** *(coarse language),* **S** *(sexual situations) and* **V** *(violence)*

TIP: *For information on television ratings and best practices for parents, go to ArmstrongArmor.com.*

SEARCH

When you know the name of the program you want to watch, but you don't know what time or channel it is on, use the **SEARCH** function.

SEARCH By Title...

- Highlight the **SEARCH** bar in the **MAIN MENU** and press **OK**.
- Now search by Title, Keyword or by Actor/ Director and with Auto Record.
- A screen with letters A through Z and 1 through 9 will appear on the left side. Scroll through each box, entering up to five letters of the show's name. Use the **ARROW**

buttons to change the letter and/or number that you want to appear in the title.

- Once the correct letters are in the box, press **OK**. The search list will automatically scroll. Keep entering letters until the program appears in the listing, then press OK.
- If the program is currently on, highlight and press **OK** to view it now.

REMINDERS

The **REMINDER** feature allows you to choose a specific program and ask the Interactive Guide™ to remind you when that program is about to air. Reminders can be set while in any of the listing screens or in Browse.

Setting a REMINDER...

- From the program information screen, highlight the **SET** or **CANCEL REMINDER** icon in the Quick Access Menu and Press **OK**.
- Follow the prompts to confirm the Reminder or set Reminder Options.

When the REMINDER Screen Appears...

- If you want to switch to the program, highlight its name and press **OK**.
- If you changed your mind and want to keep watching your current program, press **EXIT** to close the reminder.

FAVORITES

With the **FAVORITES** feature you can select your favorite channels and scan through them quickly using the **FAV** button.

Setting and selecting your FAVORITES...

- From the **MAIN MENU** select **SETUP** then highlight **MY FAVORITE CHANNELS** and press **OK**.
- Use the up and down **ARROW** buttons to go to your favorite channels, highlight them individually and then press the **FAV** button. A heart icon will appear next to your favorites.
- To remove a Favorite, highlight it and press **FAV** again.
- To access a Favorite, press **FAV** repeatedly to scan those channels you've selected as your favorites or select **MY FAVORITE CHANNELS** from the **MAIN MENU**.

VIDEO ON DEMAND

ORDER & WATCH ANYTIME

Start ON DEMAND any of these ways:

- Press the **ON DEMAND** button on your remote, press **MENU** on your remote and select ON from the Quick Access Menu, tune to **CHANNEL 1**, or Select **ON DEMAND** from the flip bar or Quick Access.
- Use the **ARROW KEYS** on your remote to select a category. Choose from the list of programs.

TIP: *Shows added recently are marked new. Shows that will expire soon are marked "End Date".*

- The program information screen shows a description of the program and its rating, length, expiration date and price.

TIP: *If there's a preview available, you'll see it in the menu.*

- To watch the program, select **WATCH** or **BUY** at the bottom of the screen.
- Selecting BUY brings up an Order confirmation screen. If you don't want to purchase the program, select **DON'T ORDER**.

TIP: *You will be asked to confirm any selection that requires an additional fee, so there is no "accidental" ON DEMAND purchase.*

- When you order a program, **ONE MOMENT PLEASE** is displayed at the top of the screen. After a thank you notice, your program begins to play. Once you've ordered a pay program, you can watch it anytime within a 24 hour viewing period, as many times as you like.
- To exit **ON DEMAND** while you're watching a program, press **STOP/EXIT** on your remote. Stop a show or movie any time, then come back later to watch the rest of it anytime within the program's viewing period.

TIP: *Any program that you have ordered is saved in My Viewing in the ON DEMAND menu. Select a saved program to resume where you left off or start again from the beginning. To remove the program from the list, select Delete.*

Armstrong® On Demand is TV on your schedule—watch what you want, when you want. And it's easy to use!

SO MUCH TO CHOOSE FROM

Select from three types of programs:

- **FREE ON DEMAND:** Much of the programming available on **ON DEMAND** is free with your Armstrong subscription. Choose great kids shows; concerts, music videos and backstage specials; news and information; special interest programming; sports and more.
- **MOVIES ON DEMAND:** New releases and classic Hollywood hits many are available the same day they are released on DVD. Start watching any time, pause and resume any time within your viewing period. And watch as many times as you want within your viewing period for no additional cost!

- **SUBSCRIPTION ON DEMAND:** For one monthly price, you'll have access to an entire library of content from services like WWE 24/7, Funimation, Disney Family Movies and Karaoke. If you subscribe to a service such as HBO, Cinemax, Showtime or Starz, you have access to their **ON DEMAND** library at no additional charge!

ROOM-TO-ROOM VIEWING

Armstrong ON DEMAND offers Room-To-Room Viewing. Start watching a show in one room and finish it in another—at no extra charge. Room-to-room viewing is available on every television equipped with a set-top box.

Watch in HD: When tuned to standard definition channel, a "Watch in HD" button may appear. Press ok on remote to tune directly to the asociated HD channel.

On Demand: Button may appear on Flip Bar if network has associated programming available On Demand. Press OK to tune directly to the network's On Demand folder.

CONTROL VIDEO PLAYBACK

While you're watching a ON DEMAND program, use the playback controls on your remote to control the show, as you would a DVD.

TIP: *While you're watching an ON DEMAND program, the Menu and Guide buttons on your remote don't work. To use these features, first stop the program, then press the button you want.*

CONTROL WHO CAN PURCHASE PROGRAMS

You can control who purchases ON DEMAND programs...

- Go to **MAIN MENU** and select **SETUP**.
- Scroll down to **PARENTAL CONTROL SETUP** and press **OK**. This is where you can set up two **PIN** numbers: a Parental Control **PIN** for blocking content and a Purchase Code for blocking purchases.
- Scroll to **PURCHASE PIN** and press **OK**.
- Type in your chosen code and select **OK**. Now whenever you order a Pay program you'll be asked for your Purchase Code. You can tell which programs you've locked because appears next to the title in your listings.

ARMSTRONG
Video On Demand
1:00 pm
Blitz Week 6
15 mins
Available Until: 02/04/2006
Free
(2005)
NFL Blitz: A weekly show that features the week's best circus catches, amazing plays and memorable moments from around the National Football League.
Set or remove lock

TIP: *Free ON DEMAND programs will play without a Purchase Code. To lock those, use a Parental Control code.*

TIP: *You can lock only ON DEMAND programs by rating. Any locks you place on specific TV program titles do not apply to ON DEMAND programs.*

TIP: *If the power goes out, your Purchase code is still saved in your set-top's memory.*

PVR

With your PVR, you can pause live television! Record, rewind and replay programs so you don't miss a beat. With Armstrong's dual tuner PVR, you can record 2 shows at once, plus watch a previously recorded show or record 1 show while watching another. Imagine…coming home to your own personal library of television programs, movies and sports that you watch whenever it's convenient for you. It's TV on *your schedule*.

MULTI-ROOM PVR

Share programs and recordings across multiple TV's. Start watching a recording in one room and continue to watch the same recording in another room.

Accessing your Recordings:

- Press the "B" button on your remote to access your recordings on all boxes.

TIP: *mDVR is displayed next to the recording categories on your menu to indicate the correct screen.*

- If you access recordings through the "Quick" Menu or "List" button you will only be able to view the recordings set up on that TV.

Using Series Folders:

- Folders are automatically created with series recordings of the same title / program.
- To open a folder, use the arrow keys to highlight the folder and press "OK" / "Select".
- To return to the main mDVR menu and exit the current folder, press "Last" key or left arrow button.

Resume Playback in another room:

- Stop current show/title in Room 1.
- Move to another room with mDVR.
- Go to mDVR menu and highlight the paused title. Playback will resume from paused or stopped position.
- Recordings can be viewed in multiple rooms at the same time.

Remote Record:

- Set a recording from your computer by going to ArmstrongOneWire.com/Remote Record.
- Login with your Zoom user ID and password.
- All the PVR's on your account will be automatically linked.
- To use Remote Record search through the listing grid, select the program you want and select record.

CONTROL LIVE TV

Using your PVR with the Interactive Guide™, you can control live TV. Anytime you tune to a channel, the PVR begins making a temporary recording of whatever you're watching. So you can **PAUSE** if the phone rings, **REWIND** the scene you missed and **FAST FORWARD*** to skip what you don't want to watch. Your PVR will record up to one hour of live TV (15 minutes of HDTV)*.

TIP: *Recording capacity varies depending on program source. When recording HDTV channels, programming capacity is significantly limited. An HDTV set is required to view programs in high definition.*

For live TV recordings, the temporary recording will be erased if any of the following occur:

- You turn off the PVR.
- Watch the same channel for longer than the temporary recording (buffer) period. Only the most recent hour of the program (15 minutes of HD) is kept in the temporary recording.
- You watch more than one hour. After one hour, the PVR removes the earlier minutes of the recording, so that only the most recent hour is kept in the temporary storage.
- Switch to another program on the same tuner. When you change channels without using the **SWAP** function, your PVR begins to store the new program. It removes the previous program you were watching from the storage.

TIP: *Length of Live TV and Pause feature varies by program source. The PVR cannot Fast Forward LIVE TV that has yet to occur or Rewind if temporary recording is unavailable or has been erased.*

STATUS BAR

The **STATUS BAR** appears whenever you pause, rewind or Fast Forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in process.

PAUSE

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes. For programs you are watching live, your PVR will remain in pause for up to one hour*(15 minutes of HDTV). Press **PLAY** to continue watching the program.

REWIND*

Want to review a portion of your live show? It's a snap with our PVR. Press **REWIND**. Press it again up to 4 times to increase the rewind speed.

FAST FORWARD*

Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast-forward speed.

SLOW MOTION

Your PVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear slow motion images. To activate slow-forward, press **PAUSE** and then **FAST FORWARD**. To use slow-rewind, press **PAUSE** and then **REWIND**. To return to regular speed, press **PLAY**.

INSTANT REPLAY

With Instant Replay, you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** or the **REPLAY** button on your remote to replay the last 15 seconds. Press repeatedly to continue skipping back in 15-second increments.

GET BACK TO LIVE TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the or **LIVE TV** button.

SWAP BETWEEN TWO PROGRAMS

Because your PVR has two tuners, it can buffer (temporarily record) two programs at the same time—one on each tuner. The **SWAP** feature lets you toggle back and forth between the two live shows while giving you full control of both. While you are tuned to a program, press the **SWAP** button on your remote.

- You will change tuners. Now you can select an alternate program by changing channels or using the guide
- Press **SWAP** again to toggle between the two programs.

TIP: *The SWAP button is the key to keeping the buffer for both programs. If you change channels without using SWAP, you lose the buffer.*

SPECIAL NOTE: *If you are recording a program and receive an error message, please press the SWAP button to record on the second tuner.*

RECORDING

Using your PVR with Interactive Guide™, you can build your own personal library of programs, Movies, Sports, TV shows…whatever you want. It's ready for you to watch whenever you want.

ONE TOUCH RECORD

Press **RECORD** on your remote any time while watching TV or while navigating through your guide. For programs airing now, recording begins immediately at the point you press record.

RECORD FROM PROGRAM INFORMATION

When you highlight and select a program from the listings scheduled at a later time you will see an information screen. Highlight the **RECORD** icon and press **OK** to start a recording at the time the program is scheduled to start.

ARMSTRONG
7:03pm
TV GUIDE
The Wire
9-10p
301 HBO
"That's Got His Own", New, (2006), Daniel turns to Freamon to re-open the major-crimes unit. Freamon's dicovery in the vacant houses sends shivers through the chain of command; Bubbles plans to get revenge on his nemesis; Omar orchestrates a major heist. (Crime Drama).
Set or Cancel a Recording

RECORD TWO PROGRAMS AT ONCE

The dual turner PVR allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote. There are several ways to record two programs at once. Here are two basic examples:

While Watching A Show

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

From The Guide

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording.
- Highlight the second program.
- Press **RECORD** to set up the second recording.

RECORD A SERIES

Your PVR lets you record multiple episodes of a program according to your preferences. You can set the PVR to record only new (first run) episodes, first run episodes and repeats or all episodes.

When you set a recording from a Series Program Information screen, choose this **CREATE A SERIES RECORDING** icon to specify your Series Recording Options.

- Select the episode type to record, such as first run only, first run and repeats or all episodes.
- Specify how many recordings to save.
- Specify how long to save the recording—until space is needed as default or you erase it.
- To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the **RECORDING OPTIONS** icon to review all options.

Your Series Recordings will appear in the **MY RECORDINGS** list with the show title as its label. To change your view, use the buttons on your remote to **VIEW BY DATE, VIEW BY CHANNEL** or **VIEW BY TITLE.**

SCHEDULE A RECORDING

From the **MAIN MENU**, select DVR, then select **SET A RECORDING**. Enter the start and end time for the recording, enter the day to record and select to confirm. Select the channel you want to record and you're all set.

MANAGING SCHEDULING CONFLICT

If you try to schedule a recording that overlaps another scheduled recording time, you will see a **SCHEDULING CONFLICT MESSAGE**. Use the icons to decide which program to record.

To keep the new recording and remove the old one.

To keep the old recording and cancel the new one.

MODIFY THE SERIES PRIORITY LIST

To help you manage which series get recorded when there are scheduling conflicts, your PVR automatically creates a Series Priority List. The first series you set to record has the highest priority and is the program recorded in case of a conflict. If there are no conflicts, each additional series you set to record is added to the bottom of the list. You can change the recording priority of the programs, so your choice is recorded in case of a conflict.

- Select **DVR** from the **MAIN MENU** or **QUICK MENU**.
- Choose **SERIES RECORDINGS**.
- Highlight a program and use the **PAGE +/-** buttons on your remote to modify its priorities. From here you can change your **SERIES RECORDING OPTIONS** by pressing **INFO** and selecting the **MODIFY SERIES OPTIONS** icon.

TIP: *If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the Scheduled Recordings List.*

CHANGE OPTIONS FOR SCHEDULED RECORDINGS

From the **MAIN MENU**, select **DVR**, then select **FUTURE RECORDINGS**. A list of your scheduled recordings will be displayed. Select a title to cancel the scheduled recording or modify recording options.

VIEW PROGRAMS STORED IN YOUR PERSONAL LIBRARY

- From the **MAIN MENU**, select **DVR** **DVR** then **MY RECORDINGS**. Use the buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** to select the program.
- From the information screen, select ▶ to resume play from where you left off or select ⏮ to restart from beginning.

PVR HISTORY

Viewable list of DVR – related activity within the past 28 days.

- Shows why recordings were missed or deleted.
- Remembers previously recorded programs-reduces over-recordings

FREQUENTLY ASKED QUESTIONS

If the power goes out, do I lose my Interactive Guide?

• You will lose the guide for approximately five minutes. Program information will then begin to appear. Future programming information and access to all features will be restored shortly thereafter.

• All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings that were scheduled to be recorded while the power was out.

What if I missed a Pay-Per-View movie/event that I ordered?

Don't worry. If you weren't home to actually tune to the movie or event, you won't be billed. The Interactive Guide only gives you a reminder—you will not be charged for anything you did not tune to. However, the PVR will automatically tune to the channel and you will be charged for the program if you have setup a recording for the program.

How do I get out of a screen I am stuck in?

• Press EXIT or LIVE TV on your remote control to return to TV "last viewing" mode.

• Or, press the LAST key to back out of the Interactive Guide, one menu at a time.

Why am I getting sound out of only one speaker?

If you're getting sound out of only one speaker, you may have a loose connection. Check the back of your TV, speakers and receiver to make sure all cables are connected properly, no wires are frayed and no plugs are bent or broken.

How many tuners does my PVR have?

Your PVR has two tuners so that you can • record two channels at the same time, • record one channel and watch another or • record two channels and watch a 3rd program from your PVR recordings library.

Can I record or watch two programs at the same time?

Yes, you can use the SWAP button with your PVR remote to change from one tuner to the other.

Can the PVR play back a high definition recording while another HD program is being recorded?

Yes. In fact, you can record two programs at once while watching a previously recorded program from the PVR recordings library for both HD and regular programming.

Can I set the PVR to skip commercials as it is recording?

No. You can only fast forward through commercials if you're watching a previously recorded program.

How can I catch up to the live point of a program after I've paused it?

Press the LIVE TV button or the button on the remote. Or, you can fast-forward to the point of live programming. The on-screen indicator will display "LIVE".

The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.

Contact Armstrong at 1.877.277.5711.

How do I adjust the flip/browse banner if it is interfering with the closed caption text?

Go to the SETUP, if the Flip/Browse banner is interfering with closed caption text, go to the SETUP option of the MAIN MENU, choose the GUIDE option and then press the ARROW button to switch the position of the FLIP/BROWSE bar or change on-screen duration.

“Programs from premium channels are listed in my ON DEMAND menu. Can I watch them?”

If you already have a subscription to a premium channel as part of your television package, you can automatically access that channel’s ON DEMAND programming. It’s included to make your premium channel subscription an incredible value. If you don’t subscribe to one of these premium channels, you’re missing out on some of the best of ON DEMAND.

“I started to order something on ON DEMAND but I don’t want it any more. What do I do?”

When you reach the order confirmation screen, select Don’t Order to cancel and return to the previous screen. Once you’ve confirmed a purchase, it’s too late to cancel. If you are accidentally charged for something you didn’t order, call and ask a Customer Service representative to correct the error.

“I forgot my PIN. What do I do?”

Call Customer Service at 1.877.277.5711. They’ll help you clear your PIN and set up a new one.

“Sometimes my picture breaks up or I get a blank screen. What’s happening?”

Your set-top box might be receiving a weak signal. If this happens, stop your program, exit ON DEMAND, then re-enter and try again.

If you have more questions about your ON DEMAND service, go to ArmstrongOneWire.com or call Customer Support at 1.877.277.5711.

NOTES

ARMSTRONG®
ONE WIRE. INFINITE POSSIBILITIES.